

## **MADERA COUNTY**

### **OFFICE SERVICES SUPERVISOR I OFFICE SERVICES SUPERVISOR II**

#### **DEFINITION**

Under direction, to plan, organize, oversee, and coordinate the operations and functions of the assigned office; to perform a wide variety of responsible, confidential, and complex secretarial and administrative duties for an assigned office; to provide information and assistance to staff and the general public; and to do related work as required.

#### **SUPERVISION EXERCISED**

##### **Office Services Supervisor I**

May exercise direct supervision over accounting, secretarial, and clerical staff.

##### **Office Services Supervisor II**

Exercises direct supervision over accounting, secretarial, and clerical staff, including those who serve in a first level supervisory capacity.

#### **DISTINGUISHING CHARACTERISTICS**

**Office Services Supervisor I**—Positions in this class serve in a first level supervisory capacity. Duties include directing the work of the assigned office and performing confidential, secretarial, and administrative support functions for an assigned office or division. Positions in this class are distinguished from the Office Services Supervisor II in that Office Services Supervisor I positions generally do not supervise other positions with supervisory responsibilities.

**Office Services Supervisor II**—Incumbents of this classification are second line supervisors responsible for the direction and coordination of a variety of difficult and complex office support and administrative support functions, which operate in a multi-level organization structure that necessitates supervisory and lead positions. The Office Services Supervisor II is distinguished from Office Services Supervisor I in that the Office Services Supervisor II supervises office functions through first line supervisors.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Plans, organizes, oversees, and coordinates the operations and functions of the assigned office; supervises, organizes, and manages all office activities associated with the office; performs a wide variety of complex, responsible, and confidential secretarial and administrative duties for the assigned office; prepares and files various legal documents; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms; works with data processing personnel in the development and modification of computer applications needed for office functions; selects, trains, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; directs, coordinates, and reviews the work plan for assigned staff; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures; ensures adherence to appropriate principles and practices; interprets regulations, policies, and procedures; makes decisions involving independent judgment and requiring specialized knowledge of technical practices and precedents; analyzes situations and makes appropriate decisions without immediate supervision; coordinates the development and implementation of record keeping systems for a variety of program areas; oversees and participates in the preparation, completion, and maintenance of a variety of records and reports;

maintains control files on matters in progress and expedites their completion; maintains specialized information and records required by Department functions; prepares reports and necessary correspondence; assists in the preparation and monitoring of assigned budgets; serves as a primary resource and information source regarding assigned office policies, procedures, objectives, and operational functions; answers questions and provides information where judgment, knowledge, and interpretations are utilized, especially in the proper handling of confidential information or files; resolves complaints; refers caller to appropriate source as necessary; collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs in the assigned area; oversees the preparation of and writes reports which present and interpret data, identify alternatives, and make and justify recommendations; assists in a variety of division, program, and unit operations; coordinates, supervises, monitors, and participates in special projects, assignments, and activities as assigned; serves on committees as assigned; performs varied and responsible duties to assist in the processing and completion of administrative operations for assigned staff; prepares and files various legal documents pertaining to the assigned office functions; prepares grant applications; monitors grant activities and administers grant funds; orders, receives, inventories, stores, and distributes supplies, forms, and related items; prepares purchase orders; contacts vendors and suppliers as needed; attends and participates in staff meetings and related activities; attends workshops, conferences, and classes to increase professional knowledge; operates modern office machines and equipment including work processors, typewriters, printers, copiers, calculators, and fax machines; routinely uses a full range of word processing and spreadsheet computer software applications; may provide replacement to assigned staff as necessary.

#### **OTHER JOB RELATED DUTIES**

Performs related duties and responsibilities as assigned.

#### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

##### **Office Services Supervisor I**

##### **Knowledge of:**

Operations, functions, services, and activities of an assigned office.  
Pertinent Federal, State, and local laws, codes, and regulations.  
Principles of supervision, training, and performance evaluation.  
Principles and practices of providing office support and administrative assistance.  
Office management principles.  
Principles and practices of fiscal, statistical, and administrative data collection, record keeping, and report preparation.  
Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.  
Modern office practices, methods, and computer equipment.  
Principles and practices of business letter writing.  
Principles and techniques used in dealing with the public.  
Word processing methods, techniques, and programs including spreadsheet and data base applications.  
English usage, spelling, grammar, and punctuation.  
Mathematical principles.

**Skill to:**

Operate modern office equipment including computer equipment.  
Type at a rate of 45 words per minute from clear, legible copy.

**Ability to:**

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.  
Plan, organize, oversee, and coordinate, the office support functions of assigned office.  
Research, compile, analyze, interpret and prepare a variety of fiscal, statistical and administrative reports.  
Compile, tabulate, and analyze data and information and prepare summaries and reports.  
Develop operating procedures to implement programs and policies.  
Read, understand, apply, and explain technical policies and procedural requirements.  
Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.  
Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.  
Respond to questions from the public and County personnel regarding policies and procedures for the assigned area.  
Work cooperatively with other departments, divisions, County officials and outside agencies.  
Analyze situations carefully and adopt effective courses of action.  
Maintain confidential data and information.  
Perform accurate mathematical computations.  
Plan and organize work to meet schedules and timelines.  
Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.  
Prepare, maintain, and update a variety of records and reports, including financial and statistical reports.  
Prepare clear, concise correspondence and reports.  
Perform a wide range of complex office and administrative support assignments.  
Deal tactfully and courteously with the public and other agencies when representing the functions and policies of the assigned office and administrative support units.  
Communicate clearly and concisely, both orally and in writing.  
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Three years of increasingly responsible administrative secretarial, administrative assistant, or related experience including some supervisory experience.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training and course work in accounting, management, business administration, office practices, or a related field.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Office Services Supervisor II**

In addition to the qualifications for an Office Services Supervisor I:

**Knowledge of:**

Functions, programs, and responsibilities of the assigned department.  
Regulations and legal requirements affecting the assigned office and administrative support functions.  
Modern office practices, methods, and procedures.  
Operation and use of office equipment.  
Data processing equipment.  
Proper English usage, spelling, grammar, and punctuation.  
Financial and statistical record keeping.  
Principles of supervision, training, and performance evaluation.

**Skill to:**

Operate modern office equipment including computer equipment.  
Type at a rate of 45 words per minute from clear, legible copy.

**Ability to:**

Plan, organize, direct, and coordinate the office support functions of an assigned office.  
Provide supervision and training for assigned staff.  
Perform a wide range of complex office and administrative support assignments.  
Prepare, maintain, and update a variety of records and reports, including financial and statistical reports.  
Prepare clear, concise correspondence and reports.  
Deal tactfully and courteously with others when explaining the functions, procedures and policies of assigned office and administrative support units.  
Establish and maintain cooperative working relationships.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Five years of increasingly responsible work experience providing office and administrative support for a business or public agency, including at least one year in a supervisory capacity, or one year of work experience equivalent to that of an Office Services Supervisor I in Madera County.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training and course work in accounting, management, business administration, office practices, or a related field.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** March, 2003